

2013 Consumer Assessment of Healthcare Providers & Systems Report



October 2013
Managed Risk Medical Insurance Board

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Managed Risk Medical Insurance Board Healthy Families Program

MRMIB provides and promotes access to affordable coverage for comprehensive, high quality, cost-effective health care services to improve the health of Californians.

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Introduction

The 2013 Healthy Families Program (HFP) Consumer Assessment of Healthcare Providers and Systems (CAHPS®)¹ survey results for HFP members provides a comprehensive tool for assessing subscribers' experiences with their health plans. DataStat, Inc. conducted the survey for HFP under contract with the Managed Risk Medical Insurance Board (MRMIB). MRMIB has similarly surveyed subscriber satisfaction with dental plans using a version of this survey, titled the Dental Consumer Assessment of Providers and Systems. Results of that survey will be provided later this year in the MRMIB Dental Quality Report.

This report summarizes the findings of a survey of parents with children enrolled in one of 21 HFP health plans during 2012. The survey instrument consisted of 66 questions addressing domains of member experience such as getting care quickly, how well doctors communicate and global ratings of health care. The survey procedure and questionnaire were developed jointly by the Agency for Healthcare Research and Quality and the National Committee for Quality Assurance (NCQA). NCQA is an independent, not-for-profit organization dedicated to measuring the quality of America's health care.

MRMIB has sponsored the CAHPS® survey in nine of the last 14 years. The survey was not funded in 2004, 2005, 2008 or 2009. This will be the last CAHPS® report MRMIB will sponsor as a result of the 2013 transition of HFP subscribers to the Medi-Cal program. Attempts were made to survey 37,400 HFP families by mail from April 18 through June 27, 2013, using a standardized survey procedure and questionnaire regarding their experience with HFP plans and providers in 2012. MRMIB added a survey question this year to determine if the subscriber had already been transitioned to Medi-Cal. According to subscriber response, 81.6 percent had already transitioned to Medi-Cal when they completed the survey. In past years, the response rate to this survey has been significant. However, this year the response rate was 35 percent as compared to

46 percent last year, which may be attributable to the significant percentage of respondents who had already been transitioned from the program. The previous three survey years, 2011, 2007 and 2006, showed response rates in the 50 percent range.

Summary of CAHPS Ratings

The survey questions for overall ratings use a scale of 0 (worst) to 10 (best). The responses for HFP are summarized as achievement scores. Achievement scores are computed as the proportion of subscribers who gave a rating of 8, 9 or 10 on the ratings questions, or who responded "usually" or "always" on the composites. Therefore, achievement scores represent the proportion of HFP families who had a positive experience in a given aspect of their child's healthcare.

Reading this Report

This report uses bar charts to provide 2013 individual plan scores and overall HFP scores. Individual plan scores are compared against the overall HFP scores, showing scores that are statistically significantly higher (blue bars) or lower (green bars) than the corresponding overall scores (yellow bars). In addition to the bar charts, a summary chart showing the health plans' performance in all categories is provided on page 6 (Table 1). The summary chart uses diamond symbols in place of rates to depict the health plans' overall Rating and Composite Measure scores.

Because results for Medi-Cal's 2013 CAHPS® survey and the National Medicaid data are not yet available, a comparative table is not included. Comparisons are also not made to commercial coverage because not all HFP plans offer coverage in that market and comparative results are not available.

¹ CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ)

EXECUTIVE SUMMARY

Chart 1. Overall Rating Measure Scores from 2000 to 2013

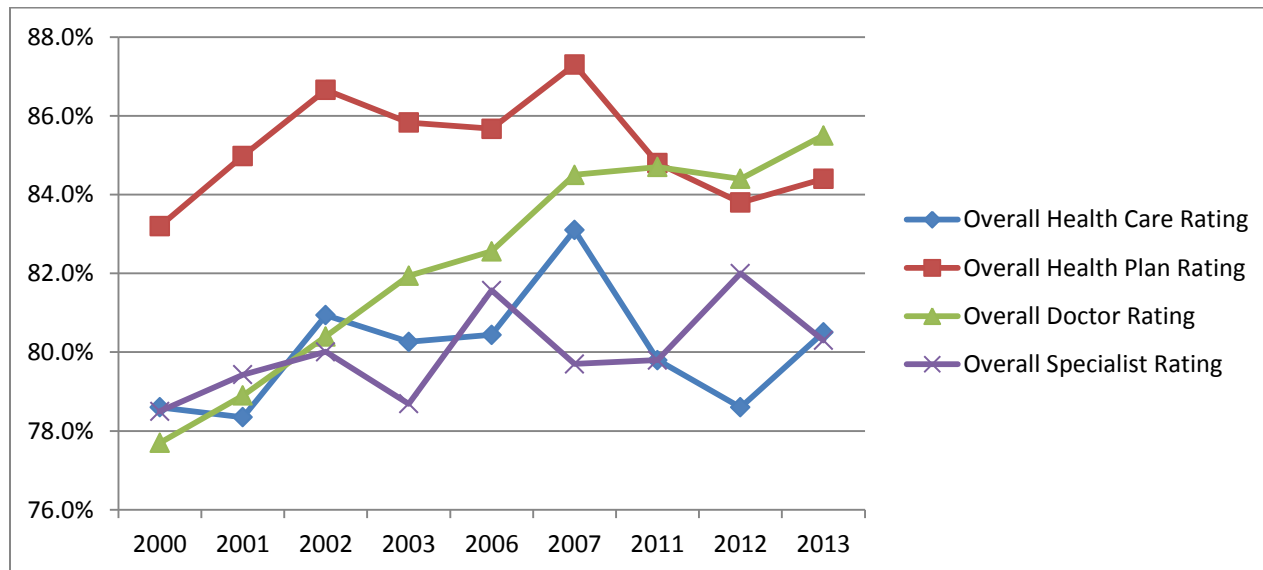
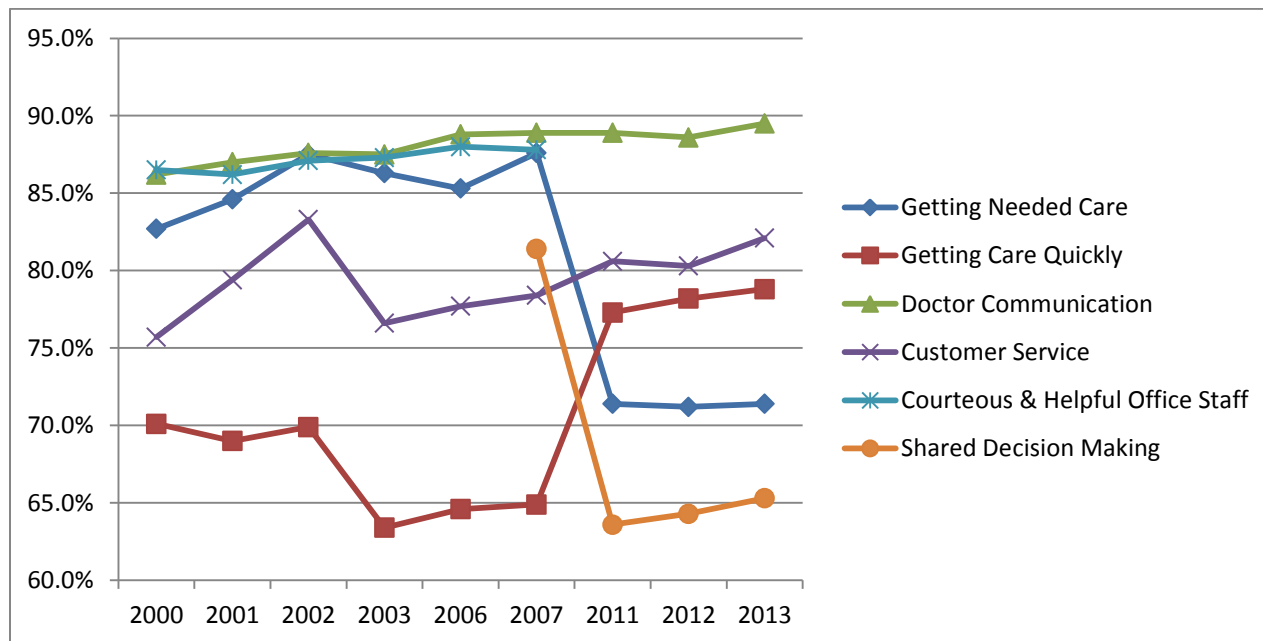


Chart 2. Overall Composite Measure Scores from 2000 to 2013



Historical Trends of CAHPS® Survey

The results of the nine CAHPS® surveys conducted from 2000 to 2013 are presented in Charts 1 and 2. Although parent opinions about the *Overall Health Plan Rating* and the *Overall Health Care Rating* have fluctuated over the last 14 years, the rates for 2013 show a slight increase from the rates in 2000. The *Overall Doctor Rating* increased by 7 percent progressively from 77.7 percent in 2000 to 85.5 percent in 2013.

The *Overall Specialist Rating*, which shows a slight decrease this year from last year, has improved overall in the last 14 years from 78.5 percent to 80.3 percent. The Composite Measure *Getting Care Quickly* continues to significantly improve, with an 8 percent increase from 70.1 in 2000 to 78.8 in 2013. Although *Customer Service* has fluctuated over the years, this year shows a 6 percent increase from 75.7 percent in 2000 to 82.1 in 2013. However, the *Getting Needed Care* continues to show a significantly negative rating of 15 percent in the last three years compared to previous years. Other measures did not show any notable trend over the 14 year period other than normal yearly variation. After 2007, the Composite Measure *Courteous & Helpful Office Staff* was replaced by *Shared Decision Making*.

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Key Findings

- Scores for three of the four ratings questions increased from 2012 to 2013. The *Overall Rating of Health Care* and the *Overall Rating of Personal Doctor* had statistically significant increases. The score for *Overall Rating of Health Plan* also increased, but the change was not statistically significant.
- All five of the Composite Measure scores increased from 2012 to 2013. However, only the increase for *How Well Doctors Communicate* was statistically significant.
- The following seven questions had statistically significant higher scores in 2013 as compared to 2012.
 - Rating of all health care (2.2 percent)
 - Personal doctor usually or always showed respect for what you had to say (2.4 percent)
 - Personal doctor usually or always spent enough time with child (1.2 percent)
 - Child's personal doctor talked with you about how child is feeling, growing or behaving (2.4 percent)
 - Rating of personal doctor (1.1 percent)
 - Customer service usually or always treated you with courtesy and respect (2.2 percent)
 - Excellent or very good rating of child's overall health (1.6 percent)
- The question below had a statistically significant lower score in 2013 as compared to 2012. The score for this question increased significantly from 76.7 percent in 2011 to 81.6 percent in 2012. The decrease to 78.7 percent in 2013 is statistically significant, but it is still higher than the 2011 score.
 - Forms from your child's health plan were usually or always easy to fill out (2.9 percent)
- A total of 93 percent of subscribers indicated their doctor usually or always listened carefully to what they had to say.
- A total of 94 percent of subscribers indicated their doctor usually or always showed respect for what they had to say.
- Kaiser Permanente and Ventura County Health Plan both scored significantly higher than the HFP average on all four Rating Measures.
- Partnership Health Plan of California scored significantly higher than the HFP average on three of the four Rating Measures.
- Kaiser Permanente was the only health plan that scored significantly higher than the HFP average on all five of the Composite Measures.
- Partnership Health Plan of California scored significantly higher than the HFP average on four of the five Rating Measures.
- Eight of the 10 items most highly correlated with health plan satisfaction in 2012 are also on the list for 2013. *Rating of Overall Health Care* had the highest correlation with overall satisfaction with the health plan in 2012 and 2013.
- Response rates decreased for every plan from 2012 to 2013. The overall response rate decreased from 46.2 percent in 2012 to 35.2 percent in 2013. This decrease may be a result of the transition of HFP subscribers to Medi-Cal this year.
- English and Spanish language speakers reported high ratings of satisfaction with their personal doctor.
- Spanish and English language speakers gave high scores for *Getting Care Quickly*, while Korean language speakers gave significantly low scores for this measure.
- While Asian language speakers tended to score low on all ratings and measures, Vietnamese speaking families scored higher than Chinese or Korean.

EXECUTIVE SUMMARY

Conclusion and Lessons Learned

For over a decade, MRMIB has used CAHPS® survey results as part of its ongoing quality monitoring efforts and assessment of the satisfaction and quality of care provided to more than 800,000 children in HFP by participating health plans. The CAHPS® survey provided subscribers the opportunity to rate their experience with their health plan.

Overall HFP families still rate satisfaction with their health plan and providers positively. The *Overall Doctor Rating and Doctor Communication* Composite Measures showed a continuous increase over the last 14 years. All four of the Rating Measures show an increase this year compared to percentages reported in 2000. Three of the five Composite Measures also show an increase this year compared to the percentages reported in 2000.

The data in this report is also provided to the health plans to give insight into the experience and views of their subscribers. The survey information, coupled with other sources of data, is utilized to identify areas of satisfaction as well as areas of improvement. In addition, MRMIB provided these survey results to families in enrollment materials used by subscribers to help them when choosing their health plan. MRMIB strongly believes in the value of measurement of subscriber satisfaction and public reporting of plan performance. MRMIB recommends that other public programs and purchasers of health coverage measure the satisfaction of their members and provide such information publicly to assist members in their choice of health plans.

This survey was provided in English, Spanish, Chinese, Korean and Vietnamese based on the language preference of the subscriber family. The response data was reviewed and analyzed to identify disparities based on home language, ethnicity and region. The data revealed that Asian language families reported lower satisfaction for almost every Rating and Composite Measure. MRMIB recommends that other public programs using similar satisfaction surveys provide them in multiple languages and conduct demographic analysis of the results. Additional research may also be warranted to determine if the

perceptions of Asian families results from barriers to care related to language or if other factors are the cause.

MRMIB would like to thank the health plans that participated in the CAHPS® Survey and recognize them for their partnership over the years in serving families enrolled in HFP. We encourage them to use the report results to identify key opportunities for improving members' experiences for all families they serve.

This report is also available on MRMIB's website at the following link: http://www.mrmib.ca.gov/MRMIB/Consumer_Survey.html

Summary of CAHPS® Ratings and Composites

The survey assesses the experiences of HFP families with their health plan and the degree to which they are satisfied with the medical care received. The CAHPS® survey is designed to be used with all types of insurance enrollees (commercial, CHIP, Medicaid and Medicare) and across the range of service delivery systems. There is a core survey for adults concerning their experiences and a core survey for parents concerning the experiences of their children. Supplemental question sets have been developed for people with chronic conditions and special health care needs as well.

The core questions in the survey were developed and tested nationally as an adaptation of the CAHPS® 4.0 child survey for use in assessing the performance of health plans. This report is based on the CAHPS® core survey for children. The survey results offer insight into how well HFP health plans are meeting the needs of children in the program. The standard CAHPS® survey questions are grouped into four global Rating Measures and five Composite Measures.

Response options for overall rating questions range from 0 (worst) to 10 (best). For the HFP, a rating of 8, 9 or 10 is an achievement score and is presented as a proportion of members whose response was an achievement.

The four global rating measures are:

- *Overall Rating of Health Care*
- *Overall Rating of Health Plan*
- *Overall Rating of Personal Doctor*
- *Overall Rating of Specialist*

The composites represent questions that are grouped together; the achievement score is the proportion of positive responses to the questions that make up the composite. For the *Getting Needed Care*, *Getting Care Quickly*, *How Well Doctors Communicate* and *Customer Services* composites, a response of “usually” or “always” are considered achievements. Responses of “definitely yes” are considered achievements for the *Shared Decision Making* composite.

A composite score is calculated for each of the five domains of member experience: *Getting Needed Care*, *Getting Care Quickly*, *How Well Doctors Communicate*, *Customer Service* and *Shared Decision Making*. The composite scores are intended to give a summary assessment of how HFP performed across the domain. The following is a list of questions that comprise each Composite Measure.

- *Getting Needed Care*
 - Usually or always easy to get appointments for your child with specialists.
 - Usually or always easy to get the care, tests or treatment you thought your child needed.
 -
- *Getting Care Quickly*
 - Child usually or always got needed care as soon as you thought the child needed.
 - Child usually or always got appointment for care as soon as you thought the child needed.
- *How Well Doctors Communicate*
 - Personal doctor usually or always explained things in a way that was easy to understand.
 - Personal doctor usually or always listened carefully to you.
 - Personal doctor usually or always showed respect for what you had to say.
 - Personal doctor usually or always spent enough time with your child.
- *Customer Service*
 - Customer service usually or always gave help you needed.
 - Customer service usually or always treated you with courtesy and respect.
- *Shared Decision Making*
 - Doctor asked which choice was best for your child.

Table 1. HFP Overall and Plan Rating/Composite Measures

Plan Name	Healthcare	Personal Doctor	Health Plan	Specialist	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
HFP Overall Score	80.55%	85.51%	84.44%	80.29%	71.40%	78.80%	89.50%	82.10%	65.30%
Alameda Alliance for Health	♦♦	♦♦	♦♦	♦♦♦	♦♦	♦	♦♦♦	♦	♦♦
Anthem Blue Cross EPO	♦♦♦♦	♦♦♦♦	♦♦♦	♦♦♦	♦♦♦♦	♦♦♦♦	♦♦♦♦	♦♦	♦♦♦
Anthem Blue Cross HMO	♦	♦	♦	♦♦	♦♦	♦	♦♦	♦♦	♦♦
CalOptima	♦♦	♦♦	♦♦♦	♦♦	♦♦♦	♦♦	♦♦	♦♦♦	♦♦
Care1st Health Plan	♦♦	♦♦	♦♦♦	♦♦	♦♦♦	♦♦	♦♦	♦♦	♦♦♦
CenCal Health	♦♦♦♦	♦♦♦	♦♦♦	♦♦♦	♦♦	♦♦♦	♦♦♦	♦♦♦	♦♦♦
Central California Alliance for Health	♦♦♦	♦♦♦	♦♦♦♦	♦♦♦	♦♦♦	♦♦♦	♦♦♦	♦♦♦	♦♦♦
Community Health Group	♦♦♦	♦♦♦♦	♦♦♦	♦♦♦	♦♦	♦♦♦	♦♦♦♦	♦♦♦	♦♦♦
Contra Costa Health Plan	♦♦♦	♦♦♦	♦♦♦	♦♦	♦♦♦	♦♦♦	♦♦♦	♦♦	♦♦
Health Net	♦♦	♦♦	♦	♦♦	♦♦	♦♦♦	♦♦♦	♦♦	♦♦♦
Health Plan of San Joaquin	♦♦♦	♦♦♦	♦♦♦♦	♦♦	♦♦♦	♦♦♦	♦♦♦	♦♦♦	♦♦♦
Health Plan of San Mateo	♦♦♦	♦♦♦♦	♦♦♦	♦♦	♦♦	♦♦	♦♦♦	♦♦	♦♦
Inland Empire Health Plan	♦	♦	♦	♦♦	♦♦	♦♦	♦	♦♦♦♦	♦♦
Kaiser Permanente	♦♦♦♦	♦♦♦♦	♦♦♦♦	♦♦♦♦	♦♦♦♦	♦♦♦♦	♦♦♦♦	♦♦♦♦	♦♦♦♦
Kern Family Health Care	♦♦	♦	♦♦	♦♦♦	♦♦	♦♦♦	♦♦	♦♦♦	♦♦♦
LA Care Health Plan	♦♦	♦	♦	♦♦♦	♦♦	♦♦♦	♦♦	♦♦	♦♦♦
Molina Healthcare	♦♦	♦♦	♦♦♦	♦♦♦	♦♦	♦♦♦	♦♦	♦♦♦	♦♦♦
Partnership Health Plan of California	♦♦♦♦	♦♦♦♦	♦♦♦	♦♦♦♦	♦♦♦♦	♦♦♦♦	♦♦♦♦	♦♦♦♦	♦♦♦
San Francisco Health Plan	♦	♦♦	♦	♦	♦	♦	♦	♦	♦
Santa Clara Family Health Plan	♦	♦	♦♦♦	♦♦	♦♦♦	♦	♦	♦♦♦	♦♦♦
Ventura County Health Care Plan	♦♦♦♦	♦♦♦♦	♦♦♦♦	♦♦♦♦	♦♦♦	♦♦	♦♦♦♦	♦♦	♦♦

HFP Overall and Plan Rating/Composite Measures

In Table 1, diamonds were used to depict the health plans' overall Rating and Composite scores. Table 1 is an attempt to show the performance of all health plans in all categories on one page. The diamond symbol indicates where a health plan scored in comparison to the HFP overall score.

- 4 Diamonds ♦♦♦♦ Scored significantly higher than HFP overall score
 3 Diamonds ♦♦♦ Scored higher than HFP overall score
 2 Diamonds ♦♦ Scored lower than HFP overall score
 1 Diamond ♦ Scored significantly lower than HFP overall score

Overall Ratings

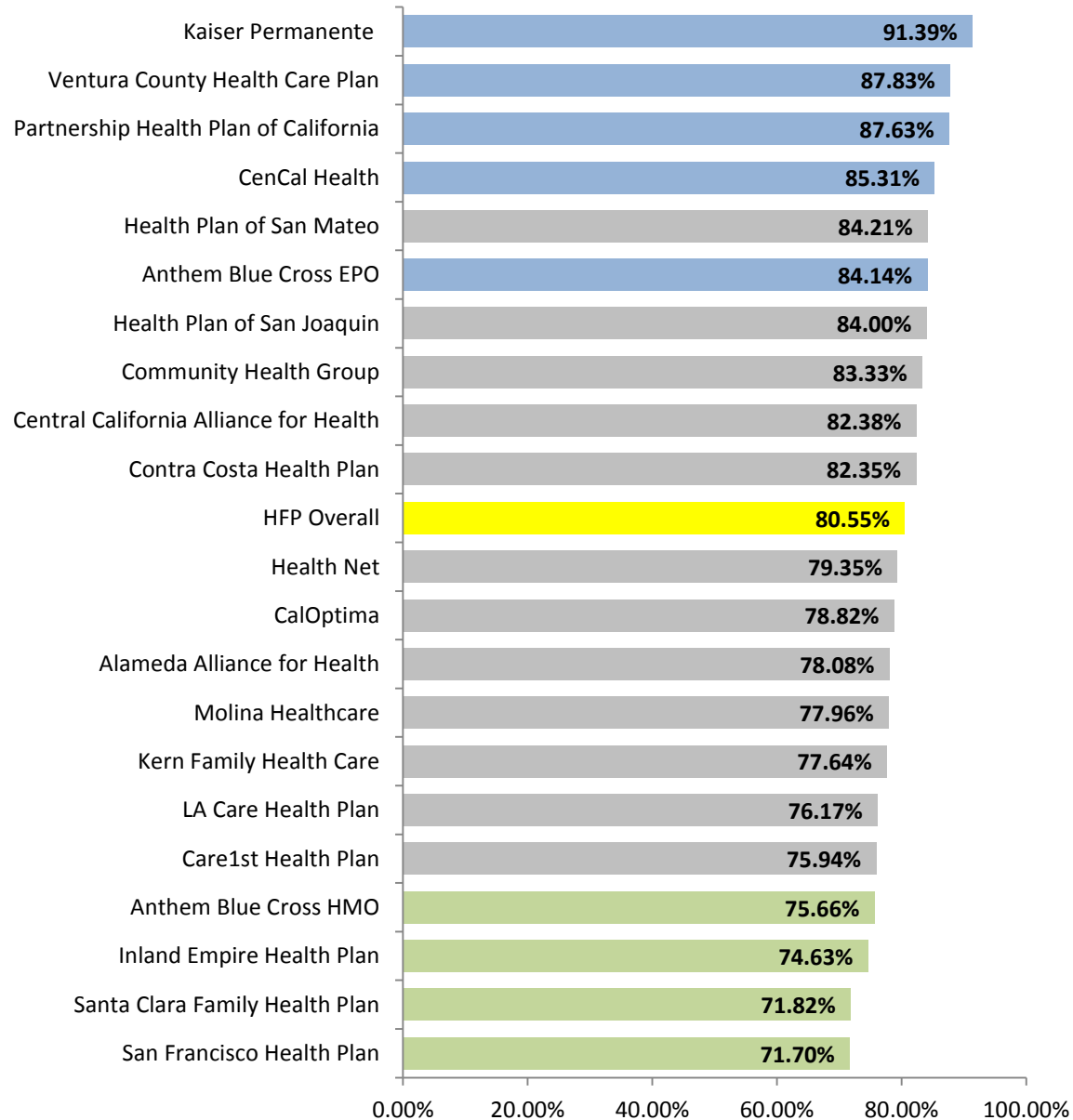
The following charts contain survey results for global Rating and Composite Measures. Included in each chart are individual plan scores and corresponding overall HFP scores for 2013. Overall HFP scores for 2013 are compared to individual health plan scores for 2013.

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and where there was non-zero variation in the tested groups.

Demographic characteristics for 2013 CAHPS® survey respondents are provided in Appendix D.

CAHPS: Rating of Health Care

Chart 3. Rating Measure Scores of Health Care



Five plans received ratings that were statistically higher than the 2013 HFP average:

- Kaiser Permanente*
- Ventura County Health Care Plan
- Partnership Health Plan of California*
- CenCal Health
- Anthem Blue Cross EPO*

Four plans received ratings that were statistically lower than the 2013 HFP average:

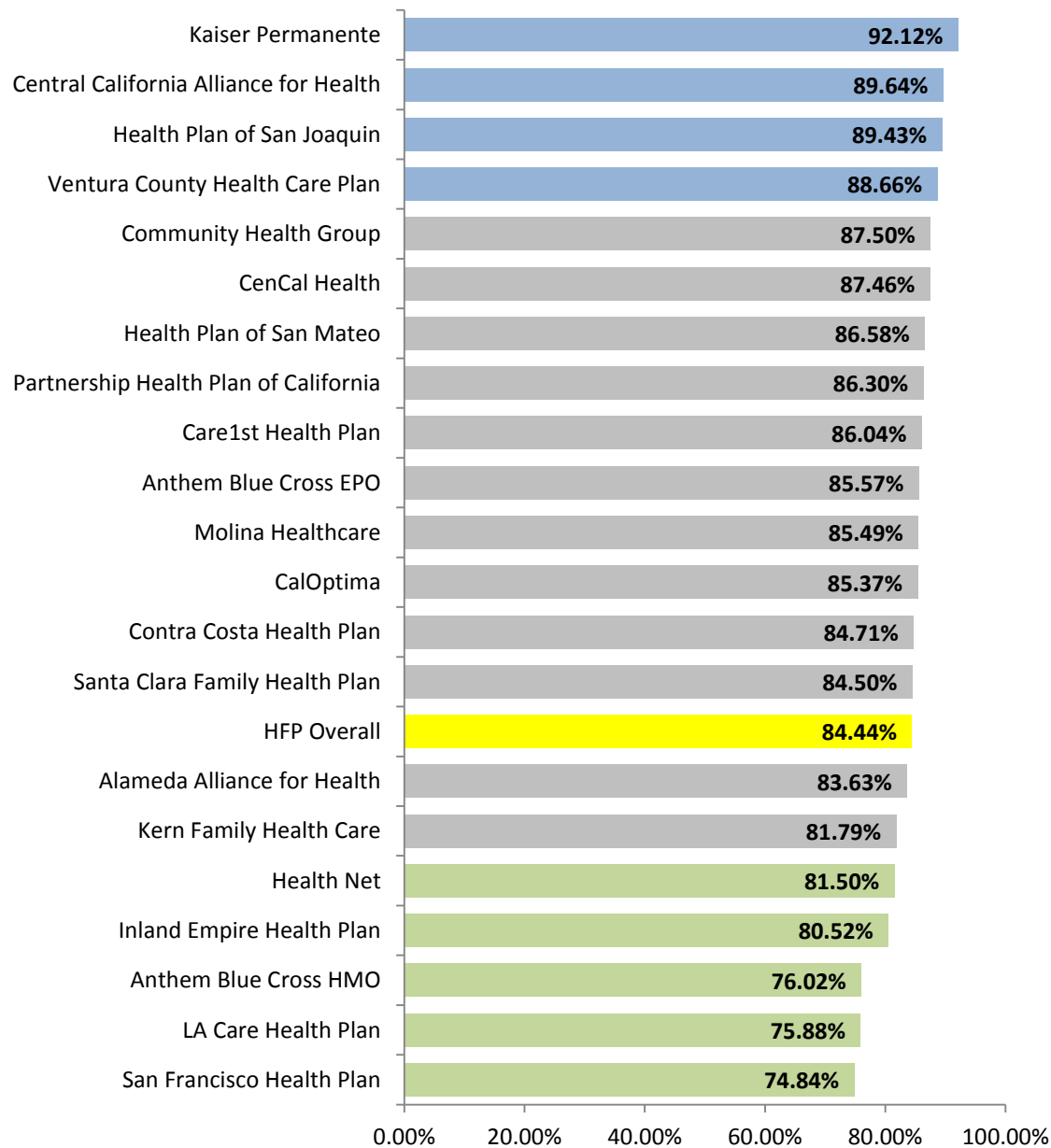
- Anthem Blue Cross HMO
- Inland Empire Health Plan
- Santa Clara Family Health Plan
- San Francisco Health Plan

Note: Health Plan of San Mateo's score is not statistically significant from the HFP average due to a small sample size.

*Health Plan also scored significantly higher in 2012.

CAHPS: Rating of Health Plan

Chart 4. Rating Measure Scores of Health Plan



Four plans received ratings that were statistically higher than the 2013 HFP average:

- Kaiser Permanente*
- Central California Alliance for Health*
- Health Plan of San Joaquin
- Ventura County Health Care Plan

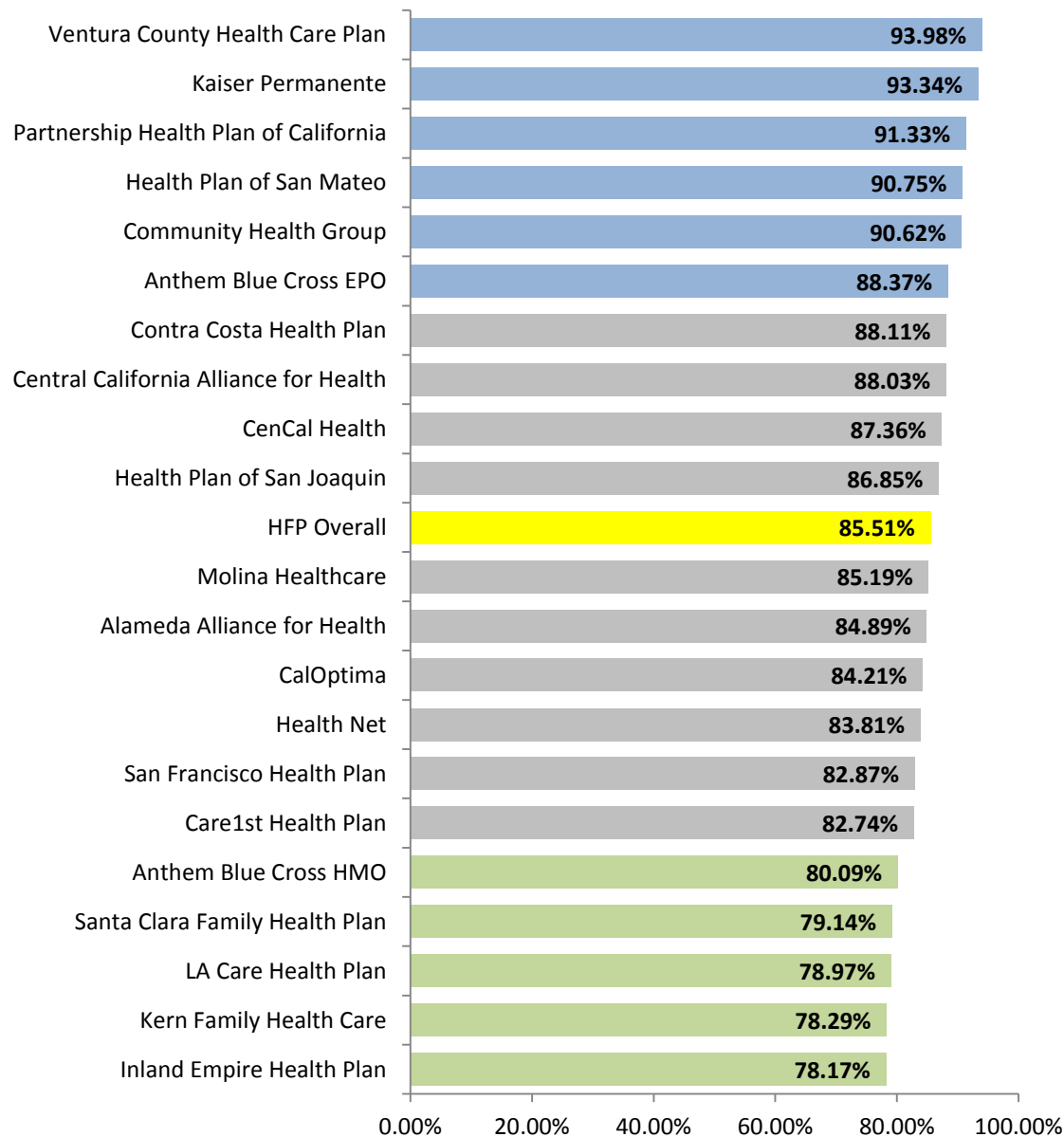
Five plans received ratings that were statistically lower than the 2013 HFP average:

- Health Net
- Inland Empire Health Plan
- Anthem Blue Cross HMO
- LA Care Health Plan
- San Francisco Health Plan

*Health Plan also scored significantly higher in 2012.

CAHPS: Rating of Personal Doctor

Chart 5. Rating Measure Scores of Personal Doctor



Six plans received ratings that were statistically higher than the 2013 HFP average:

- Ventura County Health Care Plan
- Kaiser Permanente*
- Partnership Health Plan of California*
- Health Plan of San Mateo*
- Community Health Group*
- Anthem Blue Cross EPO*

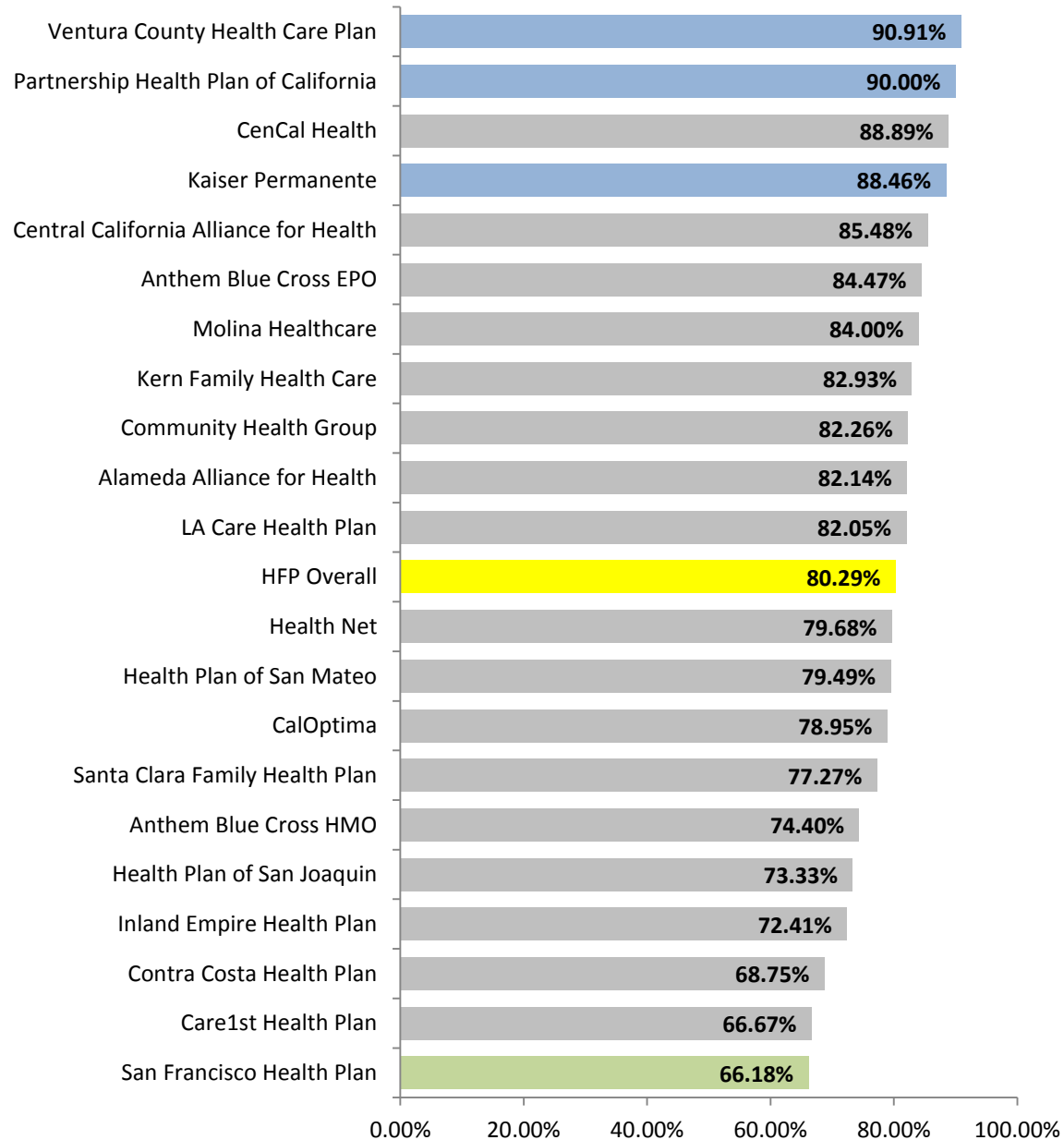
Five plans received ratings that were statistically lower than the 2013 HFP average:

- Anthem Blue Cross HMO
- Santa Clara Family Health Plan
- LA Care Health Plan
- Kern Family Health Care
- Inland Empire Health Plan

*Health Plan also scored significantly higher in 2012.

CAHPS: Rating of Specialist

Chart 6. Rating Measure Scores of Specialist Seen Most Often



Three plans received ratings that were statistically higher than the 2013 HFP average:

- Ventura County Health Care Plan*
- Partnership Health Plan of California
- Kaiser Permanente*

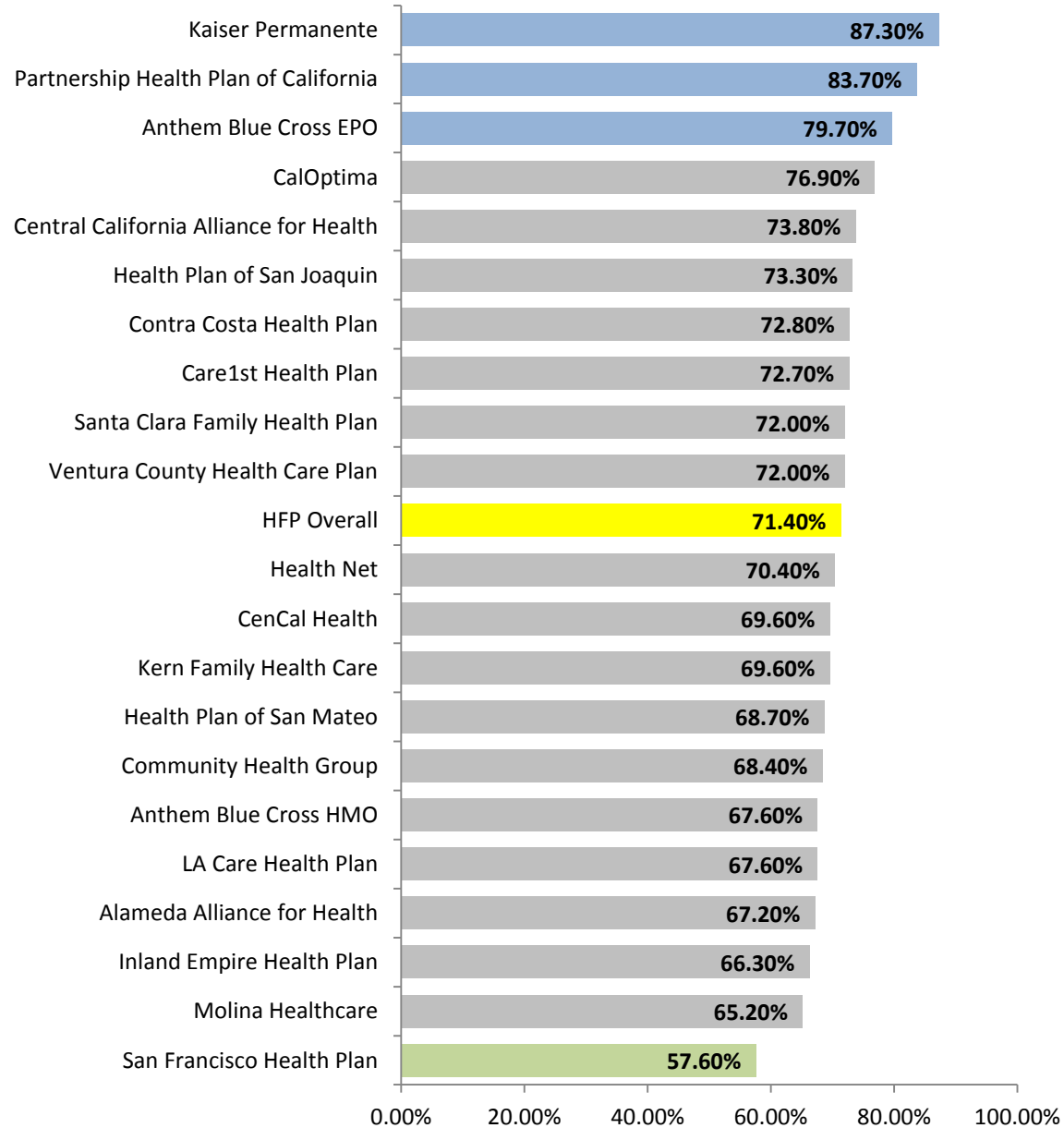
San Francisco Health Plan received ratings that were statistically lower than the 2013 HFP average.

Note: CenCal's score is not statistically significant from the HFP average due to a small sample size.

*Health Plan also scored significantly higher in 2012.

CAHPS: Getting Needed Care

Chart 7. Composite Measure Scores of Getting Needed Care



Three plans received ratings that were statistically higher than the 2013 HFP average:

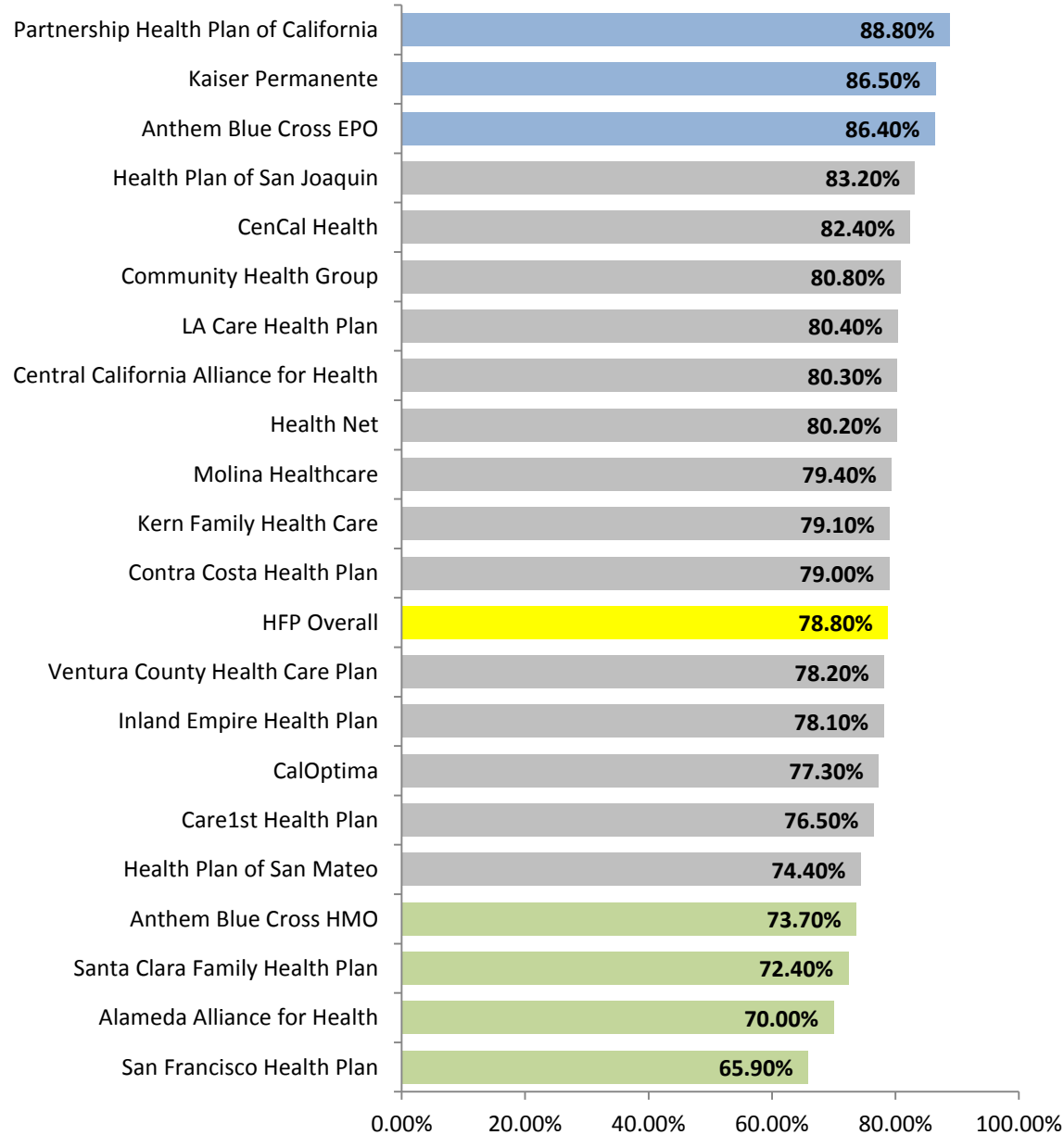
- Kaiser Permanente*
- Partnership Health Plan of California
- Anthem Blue Cross EPO*

San Francisco Health Plan received ratings that were statistically lower than the 2013 HFP average.

*Health Plan also scored significantly higher in 2012.

CAHPS: Getting Care Quickly

Chart 8. Composite Measure Scores of Getting Care Quickly



Three plans received ratings that were statistically higher than the 2013 HFP average:

- Partnership Health Plan of California*
- Kaiser Permanente*
- Anthem Blue Cross EPO*

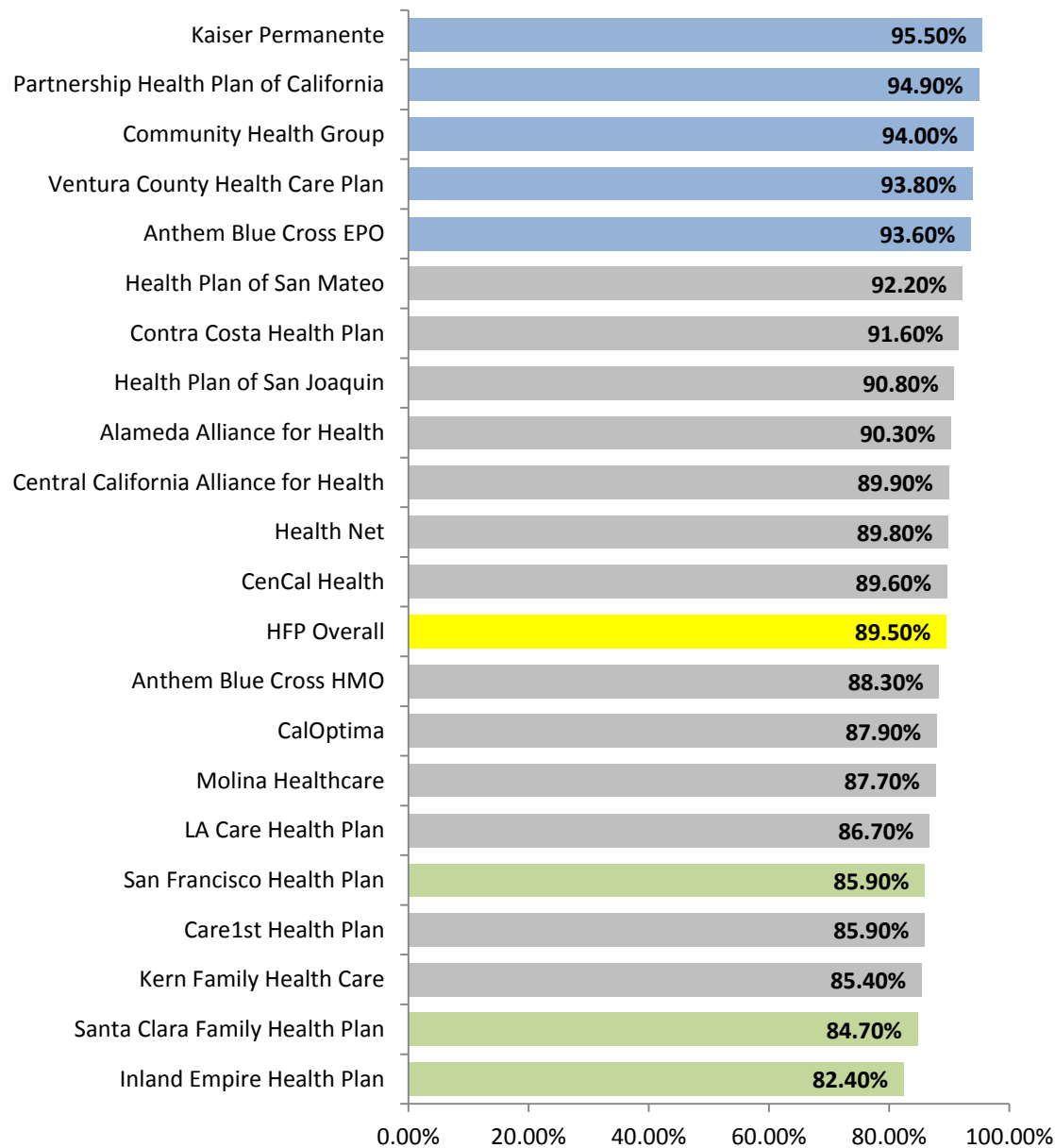
Four plans received ratings that were statistically lower than the 2013 HFP average:

- Anthem Blue Cross HMO
- Santa Clara Family Health Plan
- Alameda Alliance for Health
- San Francisco Health Plan

*Health Plan also scored significantly higher in 2012.

CAHPS: How well Doctors Communicate

Chart 9. Composite Measure Scores of How Well Doctors Communicate



Five plans received ratings that were statistically higher than the 2013 HFP average:

- Kaiser Foundation Health Plan*
- Partnership Health Plan of California*
- Community Health Group*
- Ventura County Health Care Plan
- Anthem Blue Cross EPO

Three plans received ratings that were statistically lower than the 2013 HFP average:

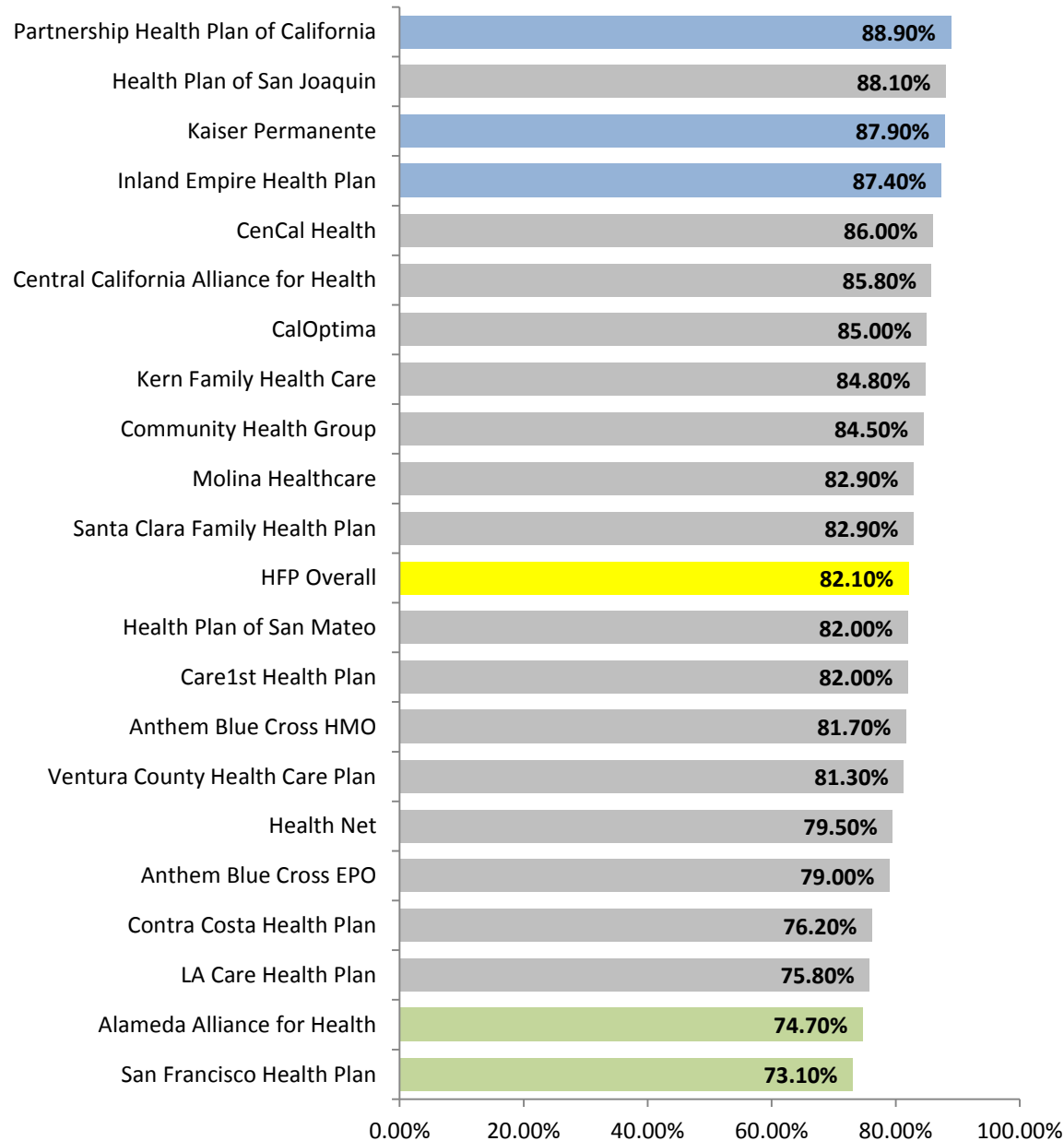
- San Francisco Health Plan
- Santa Clara Family Health Plan
- Inland Empire Health Plan

Note: Care 1st Health Plan and Kern Family Health Care scores are not statistically significant from the HFP average due to a small sample size.

*Health Plan also scored significantly higher in 2012.

CAHPS: Customer Service

Chart 10. Composite Measure Scores of Customer Service



Three plans received ratings that were statistically higher than the 2013 HFP average:

- Partnership Health Plan of California
- Kaiser Permanente*
- Inland Empire Health Plan

Two plans received ratings that were statistically lower than the 2013 HFP average:

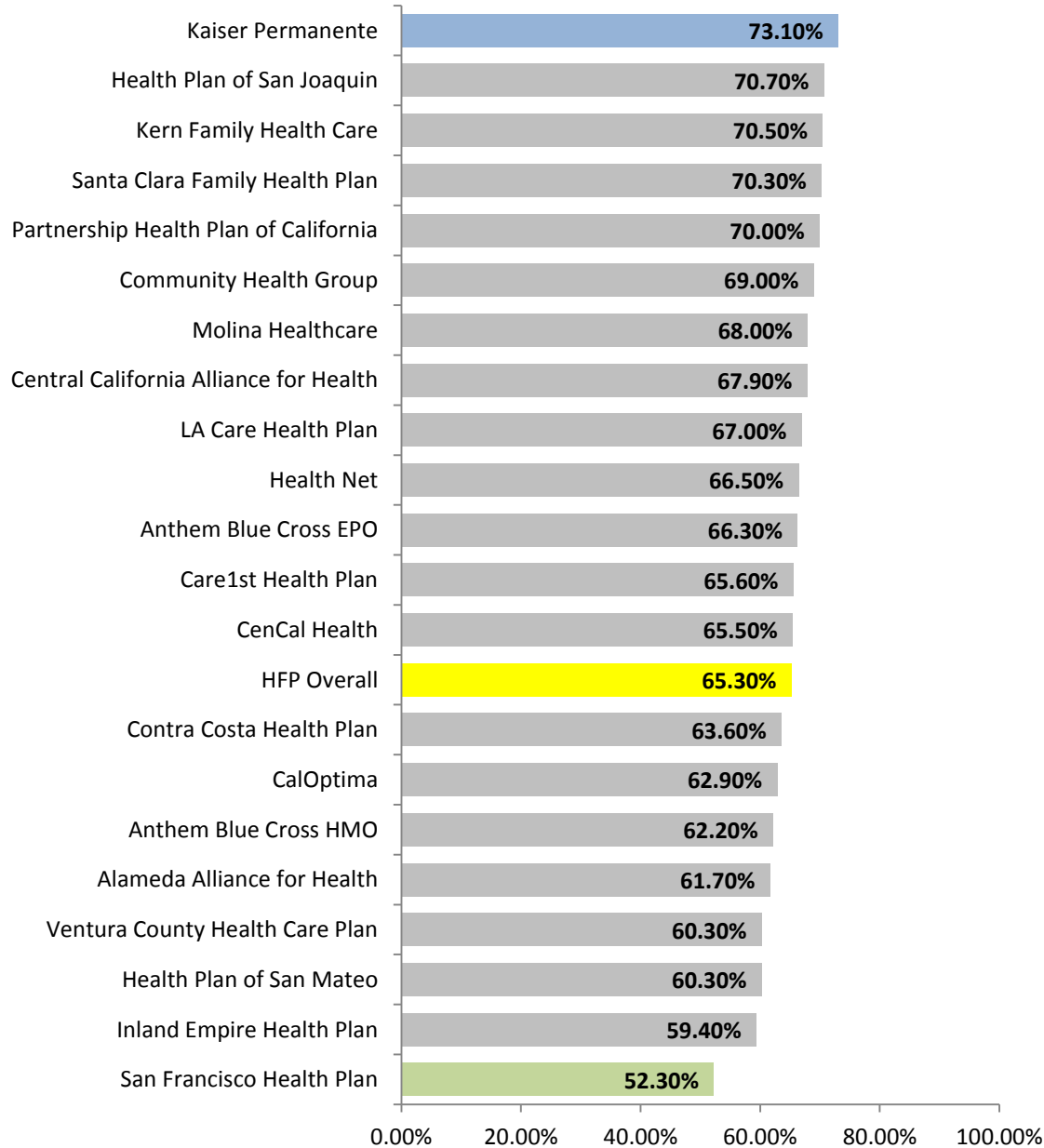
- Alameda Alliance for Health
- San Francisco Health Plan

Note: Health Plan of San Joaquin's score is not statistically significant from the HFP average due to a small sample size.

*Health Plan also scored significantly higher in 2012.

CAHPS: Shared Decision Making

Chart 11. Composite Measure Scores of Shared Decision Making



Kaiser Permanente* received ratings that were statistically higher than the 2013 HFP average.

San Francisco Health Plan received ratings that were statistically lower than the 2013 HFP average.

*Health Plan also scored significantly higher in 2012.

CAHPS: Ratings and Composites by Home Language

Chart 12. Rating Measure Scores by Home Language

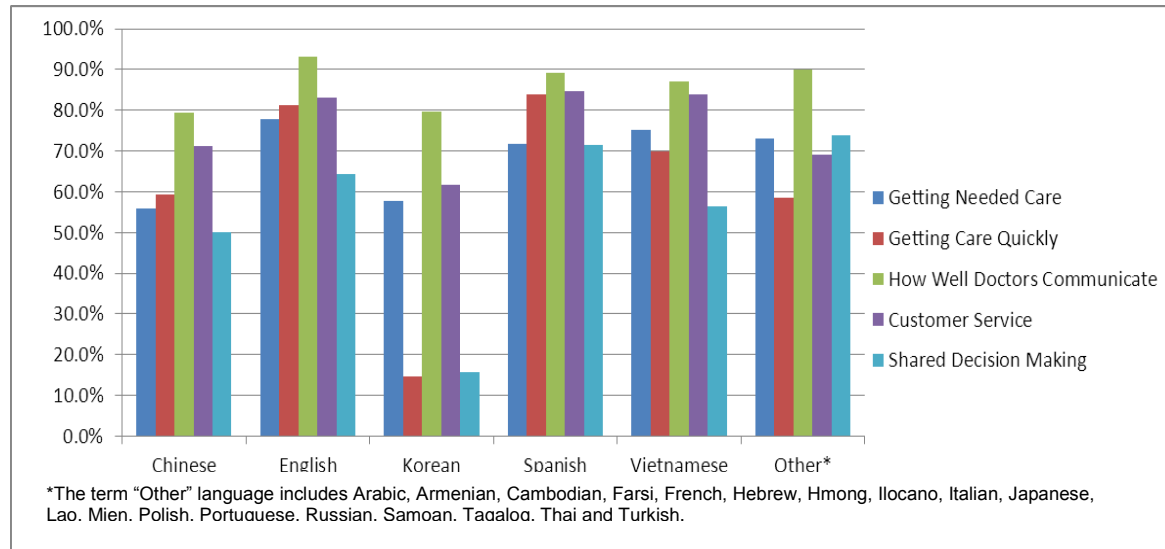
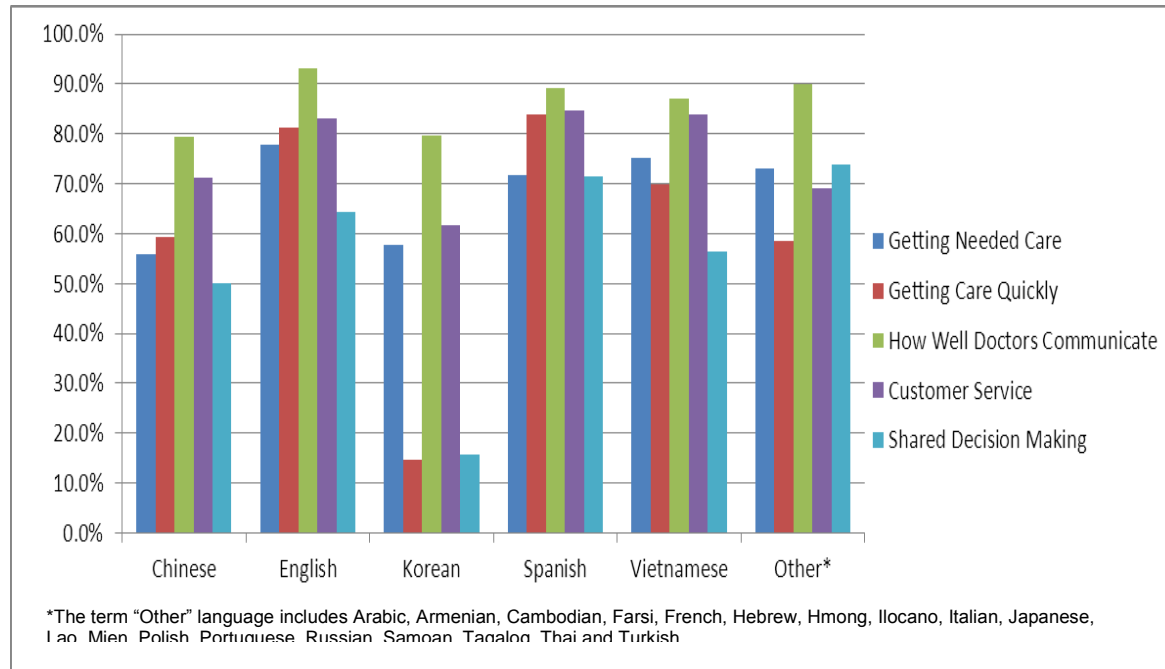


Chart 13. Composite Measure Scores by Home Language



DataStat Inc. performed demographic analysis of the survey results by geographic region, home language and ethnicity. Charts 12 and 13 show the Rating and Composite Measure scores by the home language preference of the subscriber family.

Key Findings:

- English and Spanish language speakers reported high ratings of satisfaction with their personal doctor.
- Chinese and Korean speakers reported lower levels of satisfaction with their child's health plan compared to English or Spanish speakers.
- Asian language speakers reported significantly lower levels of satisfaction with the Composite Measure *Shared Decision Making* compared to Spanish or English speakers.
- Spanish and English language speakers gave high scores for *Getting Care Quickly*, while Korean language speakers gave significantly low scores for this measure.
- The Composite Measure *How Well Doctors Communicate* was reported with a high level of satisfaction by all spoken languages.
- While Asian language speakers tended to score low on all ratings and measures, Vietnamese speaking families scored higher than Chinese or Korean.

Appendix A: Survey Methodology

The survey randomly selected as potential respondents parents whose children had been continuously enrolled in the program for at least six months as of December 31, 2012. Respondents were surveyed in the following languages: English, Spanish, Chinese, Korean and Vietnamese.

The survey was administered over a nine-week period using a four-wave mail-only protocol. The four-wave protocol consisted of a pre-notification mailing, an initial survey mailing and a reminder postcard to all respondents. A second survey mailing was sent to non-respondents. Data Stat, Inc. administered the survey, under contract with MRMIB.

The 2013 HFP scores include results from 21 participating health plans. The HFP scores include all returned surveys that fulfilled completeness requirements. In the calculation of overall results, the score presented is a weighted average of the 21 participating plans. For information on the number selected per health plan, please refer to Appendix B.

A total of 37,400 parents were selected to participate in the study. To be eligible, children had to be 18 years of age or younger as of December 31, 2012, and had to be continuously enrolled in the HFP for at least six months as of December 31, 2012. The sampling scheme provided by MRMIB was designed to accurately represent the HFP population. The number of members selected from each health plan varied based on the number of members per plan. The total sample selected per plan can be found in Appendix B.

Using sample data provided, members were stratified into geographic and home language groups. Analyses based on these stratifications are presented in Appendix D. In both of these analyses, the HFP overall score presented is the unweighted average of all respondent scores.

Surveys were considered complete if respondents did not say “No” to question 1, and if they provided a response to at least 50 percent of the survey questions. The HFP data set consists of all members from the selected sample who fulfilled completeness requirements. Member responses were coded into a specific health plan based on sample data provided by MRMIB. The geographic and home language analyses were coded using data from the sample frame submitted by MRMIB.

The instrument selected for the survey was developed and tested nationally as a NCQA adaptation of the CAHPS® 4.0 child Medicaid core survey for use in assessing the performance of health plans and health care programs. The survey instrument consists of 66 questions addressing domains of member experience such as getting care quickly, how well doctors communicate and global ratings of health care. A set of questions collecting demographic data completes the survey.

DataStat Inc. prepared the CAHPS® scores presented in this report and performed test of statistical significance (t-tests using a significance level of .05) to compare the HFP overall scores with each participating health plan scores. Statistical significance in this report indicates whether a health plan’s individual score was statistically significantly higher or lower than the corresponding overall HFP score.

Appendix B: Response Rates

Table 2. Response Rate by Health Plan

	Response Rate	Mailed Surveys	Usable Surveys
2013 HFP Overall	35.6%	37,400	13,172
Alameda Alliance for Health	45.8%	900	408
Anthem Blue Cross EPO	32.3%	4,600	1,470
Anthem Blue Cross HMO	35.7%	4,600	1,619
CalOptima	39.0%	1,300	501
Care1st Health Plan	35.7%	900	318
Central California Alliance for Health	32.6%	1,000	325
Community Health Group	34.7%	1,000	344
Contra Costa Health Plan	37.9%	900	337
Health Net	34.1%	4,600	1,557
Partnership Health Plan of California	33.4%	900	299
Health Plan of San Joaquin	34.2%	1,000	341
Health Plan of San Mateo	35.8%	900	319
Inland Empire Health Plan	33.1%	1,800	591
Kaiser Permanente	34.5%	5,800	1,984
Kern Family Health Care	33.1%	900	295
LA Care Health Plan	35.3%	1,000	348
Molina Healthcare	35.7%	1,500	532
San Francisco Health Plan	50.6%	1,000	498
CenCal Health	38.8%	900	347
Santa Clara Family Health Plan	39.8%	1,000	394
Ventura County Health Care Plan	38.8%	900	345

Appendix C: Response/Non-Response Comparison

Table 3. Response/Non-Response by Demographic

Gender / Age	Non-Respondents		Respondents		Totals		% Responding
Male	12,477	51.5%	6,769	51.4%	19,246	51.5%	35.2%
Female	11,751	48.5%	6,403	48.6%	18,154	48.5%	35.3%
Total	24,228		13,172		37,400		35.2%
0 to 5 Years Old	4,810	19.9%	2,450	18.6%	7,260	19.4%	33.7%
6 to 12 Years Old	10,474	43.2%	5,856	44.5%	16,330	43.7%	35.9%
13 to 19 Years Old	8,944	36.9%	4,866	36.9%	13,810	36.9%	35.2%
Total	24,228		13,172		37,400		35.2%

Language	Non-Respondents		Respondents		Totals		% Responding
English	13,115	54.1%	5,631	42.7%	18,746	50.1%	30.0%
Spanish	9,844	40.6%	6,196	47.0%	16,040	42.9%	38.6%
Cantonese	727	3.0%	770	5.8%	1,497	4.0%	51.4%
Korean	160	0.7%	168	1.3%	328	0.9%	51.2%
Vietnamese	382	1.6%	407	3.1%	789	2.1%	51.6%
Total	24,228		13,172		37,400		35.2%

Length of Enrollment	Non-Respondents		Respondents		Totals		% Responding
6 Months to less than 1 year	6,340	26.2%	2,330	17.7%	8,670	23.2%	26.9%
1 Year to less than 2 years	5,813	24.0%	2,827	21.5%	8,640	23.1%	32.7%
2 Years to less than 5 years	8,379	34.6%	5,293	40.2%	13,672	36.6%	38.7%
Greater than 5 years	3,696	15.3%	2,722	20.7%	6,418	17.2%	42.4%
Total	24,228		13,172		37,400		35.2%

Table 3 presents the comparison of demographic information for HFP children that were randomly selected from the HFP enrollment file for the CAHPS® survey, showing the demographic differences between completed and uncompleted surveys.

Appendix D: Parent Sample Profile

Table 4. Demographic Characteristics

Parent Age (years)	HFP Overall	Asian Surveys	English Surveys	Spanish Surveys
Under 18	4.7%	2.6%	4.8%	5.2%
18 to 24	1.3%	0.5%	2.0%	1.2%
25 to 34	19.8%	6.0%	26.0%	18.9%
35 to 44	45.5%	42.6%	42.2%	48.0%
45 to 54	25.2%	41.8%	21.0%	24.3%
55 to 64	3.2%	6.3%	3.5%	2.2%
65 to 74	0.2%	0.1%	0.4%	0.2%
75 or older	0.1%	0.0%	0.1%	0.0%

Parent Gender	HFP Overall	Asian Surveys	English Surveys	Spanish Surveys
Male	15.2%	27.0%	15.9%	12.2%
Female	84.8%	73.0%	84.1%	87.8%

Highest Grade or Level of School Completed	HFP Overall	Asian Surveys	English Surveys	Spanish Surveys
8th grade or less	16.2%	12.9%	3.2%	31.1%
Some high school, but did not graduate	16.5%	20.0%	6.3%	26.3%
High school graduate or GED	28.1%	36.6%	24.8%	30.3%
Some college or 2-year college	24.5%	17.8%	41.4%	8.2%
4-year college graduate	10.3%	10.2%	16.8%	2.9%
More than 4-year college degree	4.4%	2.5%	7.6%	1.2%

Primary Language Spoken at Home	HFP Overall	Asian Surveys	English Surveys	Spanish Surveys
English	32.4%	1.5%	72.0%	2.0%
Spanish	51.0%	0.0%	11.8%	98.0%
Chinese	7.0%	55.4%	3.7%	0.0%
Korean	1.8%	8.5%	1.0%	0.0%
Vietnamese	3.7%	31.7%	2.1%	0.0%
Other*	4.0%	2.8%	9.3%	0.1%

*The term "Other" language includes Arabic, Armenian, Cambodian, Farsi, French, Hebrew, Hmong, Ilocano, Italian, Japanese, Lao, Mien, Polish, Portuguese, Russian, Samoan, Tagalog, Thai and Turkish.

The demographic data presented in Tables 4 and 5 were taken from questionnaire responses. The unweighted average of all respondents is presented as the HFP overall score.

Table 4 presents demographic characteristics of the parents who completed the survey.

Appendix E: Child Sample Profile

Table 5. Demographic Characteristics

Child Age (Years)	HFP Overall	Asian Surveys	English Surveys	Spanish Surveys
0-5 years	17.3%	14.5%	21.7%	14.3%
6-12 years	44.1%	42.6%	43.4%	45.9%
13-18 years	38.6%	42.8%	34.9%	39.8%

Child Gender	HFP Overall	Asian Surveys	English Surveys	Spanish Surveys
Male	51.8%	51.4%	52.5%	51.4%
Female	48.2%	48.6%	47.5%	48.6%

Ethnicity	HFP Overall	Asian Surveys	English Surveys	Spanish Surveys
White	38.4%	0.4%	40.7%	41.4%
Black or African American	2.1%	0.1%	4.8%	0.1%
Asian	20.1%	98.4%	24.7%	0.2%
American Indian or Alaska Native	1.3%	0.0%	1.7%	1.2%
Hispanic or Latino	64.8%	1.5%	44.1%	99.1%
Native Hawaiian or Other Pacific Islander	1.0%	0.0%	2.5%	0.1%
Other	27.9%	1.9%	26.6%	35.0%

*Percents do not add up to 100% for ethnicity as members may identify as more than one category.

Table 5 presents demographic characteristics of the children surveyed.